

ABSTRACT OF THE DISCLOSURE

5 A method and system for monitoring, controlling and
diagnosing operation of a machine such as a business office
machine including a facsimile machine, a copier, and a
printer. When the speed of communication between the remote
device and machine is not urgent, a connectionless mode of
communication may be used. The form of connectionless
communication is an electronic mail message transmitted over
the Internet. However, when a condition needs urgent action,
a direct connection is used for communication such as
communication via a telephone or ISDN line. The information
obtained from the machine is stored in one or more data bases
within a company and information of the machine is shared
between a service department, engineering and design
department, manufacturing department, and marketing
department. As communication over the Internet via electronic
mail is not secure, the connectionless-mode messages
transmitted using Internet electronic mail are encrypted.